

Craven Area Rural Transit System



2822 Neuse Blvd.

New Bern, North Carolina 28561

Phone: 252-636-4917 - Fax: 252-636-4919

1-800-735-2962 TDD/TTY

Email: carts@cravencountync.gov

LIMITED ENGLISH PROFICIENCY (LEP) POLICY AND PLAN

ADOPTED OCTOBER, 2014

ROSANN CHRISTIAN, DIRECTOR

CONTENTS

DEFINITIONS	3
STATEMENT OF POLICY	6
PURPOSE OF POLICY	6
BASIS OF AUTHORITY	6
SCOPE	8
LEP ASSESSMENT	
FOUR-FACTOR ANALYSIS 2014	8
FACTOR 1: <i>Number and Proportion of LEP Persons Served or Encountered</i> ...	8
FACTOR 2: <i>Frequency of Contact with LEP Individuals</i>	12
FACTOR 3: <i>Importance of CARTS' Services to LEP Persons</i>	13
FACTOR 4: <i>Resources Available to Recipient and Costs</i>	13
TRAINING.....	14
DISSEMINATION OF THE CARTS' LEP PLAN	14
COMPLAINT OR INCIDENT REPORTS	14
EXHIBITS	
EXHIBIT 1 – CARTS' SERVICE AREA MAP	17
EXHIBIT 2 – NEW BERN, NC URBANIZED AREA MAP	18
EXHIBIT 3 – CARTS' TITLE VI COMPLAINT FORM.....	19

DEFINITIONS

Bilingual refers to the ability to use two languages proficiently.

Compliance that satisfactory condition existing when a recipient has effectively implemented all of the Title VI requirements or can demonstrate that every good faith effort toward achieving this end has been made.

Discrimination refers to any act or inaction, whether intentional or unintentional, through which a person in the United States, solely because of race, color, religion, sex, or national origin, has been otherwise subjected to unequal treatment under any program or activity of a Federal aid recipient, subrecipient, or contractor.

Federal Financial Assistance means

- (1) grants and loans of Federal funds;
- (2) the grant or donation of Federal property and interests in property;
- (3) the detail of Federal personnel;
- (4) the sale and lease of, and the permission to use (on other than a casual or transient basis), Federal property or any interest in such property without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and
- (5) any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of assistance.

Interpretation is the act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

Limited English Proficiency designates individuals whose primary language is not English and who have a limited ability to read, write, speak, or understand English. LEP individuals may be competent in certain types of communication (*e.g.*, speaking or understanding), but still be LEP for other purposes (*e.g.*, reading or writing). Similarly, LEP designations are context-specific: an individual may possess sufficient English language skills to function in one setting, but these skills may be insufficient in other situations.

Limited English Proficient (LEP) Persons are persons for whom English is not their primary language and who have a limited ability to speak, read, write or

understand English. It includes people who reported to the U.S. Census that they speak English less than very well, not well, or not at all.

Minority Persons include the following:

- (1) American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- (2) Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- (3) Black or African American Populations, which refers to peoples having origins in any of the Black racial groups of Africa.
- (4) Hispanic or Latino Populations, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- (5) Native Hawaiian and Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority Population means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

National Origin means the particular nation in which a person was born, or where the person's parents or ancestors were born.

Persons with Disabilities An individual with a disability is a person who has a physical or mental impairment, which substantially limits one or more major life activities. For transportation services, a person with a disability is an individual, who by reason of illness, incapacity or disability, is unable, without special facilities or special planning or design, to utilize mass transportation facilities and services as effectively as persons who are not so affected.

Public Participation an open process in which the rights of the community to be informed, to provide comments to the Government and to receive a response from

the Government are met through a full opportunity to be involved and express needs and goals.

Primary Language means an individual's native tongue or the language in which an individual most effectively communicates.

Program includes any program, project, or activity for the provision of services, financial aid, or other benefits to individuals (including education or training, health, welfare, rehabilitation, housing, or other services, whether provided through employees of the recipient of Federal financial assistance or provided by others through contracts or other arrangements with the recipient, and including work opportunities), or for the provision of facilities for furnishing services, financial aid or other benefits to individuals. The services, financial aid, or other benefits provided under a program receiving Federal financial assistance shall be deemed to include any services, financial aid, or other benefits provided with the aid of Federal financial assistance or with the aid of any non-Federal funds, property, or other resources required to be expended or made available for the program to meet matching requirements or other conditions which must be met in order to receive the Federal financial assistance, and to include any services, financial aid or other benefits provided in or through a facility provided with the aid of Federal financial assistance or such non-Federal resources.

Service Area refers to either the geographic area in which a transit agency is authorized by its charter to provide service to the public or to the planning area of a State Department of Transportation or Metropolitan Planning Organization.

Service Standard/Policy means an established policy or service performance measure used by a transit provider or other recipient, or subrecipient as a means to plan or distribute services and benefits within its service area.

Signing language expressed by visible hand gestures.

Translation is the replacement of written text from one language (source language) into an equivalent written text in another language (target language).

Urbanized Area is an incorporated area with a population of 50,000 or more that is designated as such by the Bureau of Census.

STATEMENT OF POLICY:

It is the policy of Craven Area Rural Transit System (CARTS) to provide meaningful access to all services to Limited English Proficiency (LEP) persons in a reasonable and timely manner. Should an LEP individual make a request for services, CARTS personnel will make every effort to accommodate the individual in order to receive the benefits and services of the program. All CARTS personnel shall make efforts to provide language assistance services to LEP individuals whom they encounter, or whenever an LEP individual requests language assistance services. CARTS personnel will inform members of the public that language assistance services are available free of charge to LEP persons and that CARTS personnel will provide these services to them.

PURPOSE OF THE POLICY:

CARTS commits to make efforts to attract riders, who would otherwise be excluded from participating in the service because of language and/or literacy barriers, and ideally contribute to riders' use of the system after they are proficient in English or have other or more transportation options.

BASIS OF AUTHORITY

42 U.S.C. 2000d-1 – Civil Rights Act of 1964

49 Code of Federal Regulations Part 21 – Nondiscrimination in Federally-Assisted Programs of the Department of Transportation

70 Federal Register 74087, December 14, 2005 – Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons

Presidential Executive Order 13166 – "Improving Access to Services for Persons with Limited English Proficiency" (65 Federal Register 50121, August 11, 2000)

On August 11, 2000, President Clinton signed Executive Order 13166, entitled "Improving Access to Services for Persons with Limited Proficiency". Accordingly, it prohibits recipients of Federal financial assistance from discriminating based on national origin by failing to provide meaningful access to services to LEP

individuals. This protection requires that LEP persons be provided an equal opportunity to benefit from or have access to services normally provided in English.



Federal Register

Vol. 65, No. 159

Wednesday, August 16, 2000

Presidential Documents

Title 3—

Executive Order 13166 of August 11, 2000

The President

Improving Access to Services for Persons With Limited English Proficiency

By the authority vested in me as President by the Constitution and the laws of the United States of America, and to improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP), it is hereby ordered as follows:

Section 1. Goals.

The Federal Government provides and funds an array of services that can be made accessible to otherwise eligible persons who are not proficient in the English language. The Federal Government is committed to improving the accessibility of these services to eligible LEP persons, a goal that reinforces its equally important commitment to promoting programs and activities designed to help individuals learn English. To this end, each Federal agency shall examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency. Each Federal agency shall also work to ensure that recipients of Federal financial assistance (recipients) provide meaningful access to their LEP applicants and beneficiaries. To assist the agencies with this endeavor, the Department of Justice has today issued a general guidance document (LEP Guidance), which sets forth the compliance standards that recipients must follow to ensure that the programs and activities they normally provide in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations. As described in the LEP Guidance, recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Sec. 2. Federally Conducted Programs and Activities.

Each Federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities. Agencies shall develop and begin to implement these plans within 120 days of the date of this order, and shall send copies of their plans to the Department of Justice, which shall serve as the central repository of the agencies' plans.

Sec. 3. Federally Assisted Programs and Activities.

Each agency providing Federal financial assistance shall draft title VI guidance specifically tailored to its recipients that is consistent with the LEP Guidance issued by the Department of Justice. This agency-specific guidance shall detail how the general standards established in the LEP Guidance will be applied to the agency's recipients. The agency-specific guidance shall take into account the types of services provided by the recipients, the individuals served by the recipients, and other factors set out in the LEP Guidance. Agencies that already have developed title VI guidance that the Department of Justice determines is consistent with the LEP Guidance shall examine their existing guidance, as well as their programs and activities, to determine if additional guidance is necessary to comply with this order. The Department of Justice shall consult with the agencies in creating their guidance and, within 120 days of the date of this order,

each agency shall submit its specific guidance to the Department of Justice for review and approval. Following approval by the Department of Justice, each agency shall publish its guidance document in the **Federal Register** for public comment.

Sec. 4. Consultations.

In carrying out this order, agencies shall ensure that stakeholders, such as LEP persons and their representative organizations, recipients, and other appropriate individuals or entities, have an adequate opportunity to provide input. Agencies will evaluate the particular needs of the LEP persons they and their recipients serve and the burdens of compliance on the agency and its recipients. This input from stakeholders will assist the agencies in developing an approach to ensuring meaningful access by LEP persons that is practical and effective, fiscally responsible, responsive to the particular circumstances of each agency, and can be readily implemented.

Sec. 5. Judicial Review.

This order is intended only to improve the internal management of the executive branch and does not create any right or benefit, substantive or procedural, enforceable at law or equity by a party against the United States, its agencies, its officers or employees, or any person.



THE WHITE HOUSE,
August 11, 2000.

SCOPE:

CARTS' LEP Policy and Plan applies to all Board members, administrators, employees, sub-recipients, consultants and contractors.

LEP ASSESSMENT

FOUR-FACTOR ANALYSIS 2014

FACTOR 1:

The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population:

Geographical Boundaries of the CARTS' Service Area:

Since 1980, CARTS has operated demand responsive services throughout Craven, Jones and Pamlico counties in North Carolina, with the addition of a bi-directional deviated fixed-route loop within the city of New Bern, NC. (Exhibit 1 – CARTS' Service Area Map)

As of the 2010 Census, New Bern, NC was designated as an Urbanized Area (UZA). The urbanized area includes the city of New Bern and the surrounding communities of River Bend, Trent Woods and Bridgeton, and continues southward through other

unincorporated areas, abutting up to Havelock. (Exhibit 2 – New Bern, NC Urbanized Area Map.) Beginning July 1, 2015 CARTS will begin urbanized transportation services by continuation of the bi-directional loop as a fixed route, complementary para-transit services for qualified, disabled persons who reside within areas up to $\frac{3}{4}$ mile radius of the loop, and demand response service for the areas remaining beyond the fixed route within the UZA. A Transportation Development Plan will be completed in the spring of 2015 to provide guidance in the continued development of services within the UZA. (All services provided in the urbanized area will be funded utilizing 5307 Urbanized Area Program Funds.)

CARTS will continue to provide non-urbanized, demand response services throughout the remainder of Craven County, in addition to demand response services in Jones and Pamlico counties. (All services provided in the rural or non-urbanized areas will be funded utilizing 5311 Non-urbanized Area Formula Funds, with CARTS receiving the funds as a sub-recipient of NCDOT.)

Analysis of U.S. Census Data.

Data from the 2008-2012 American Community Survey (US Census Bureau) for populations 5 years of age and over was analyzed as part of the process to determine the number or proportions of population groups eligible to be served. Data for each portion of the CARTS service area analyzed is shown below:

Language Spoken at Home and Ability to Speak English	New Bern UZA	Craven County	Jones County	Pamlico County
Population 5 years and over	46,778	95,325	9,572	12,574
Number of 'Other than English'	3711	4269	470	572
Percent of 'Other than English'	7.93%	7.60%	4.91%	4.56%
Number of 'Speak English Less than Very Well'	2034	3000	230	310
Percent of 'Speak English Less than Very Well'	4.35%	3.15%	.02%	2.47%

[Source - Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 years and Over; 2008-2012 American Community Survey, US Census; New Bern, NC Urbanized (Census.gov)]

Concentrations of LEP Persons within the CARTS Service Area

Jones County:

Of the total population of 9,572, the total number of those identified as speaking 'Only English' was 9,102 (95.09%). Other languages spoken by Jones County residents included **Spanish or Spanish Creole** (309 - 3.23%), **German** (64 - .67%), **Japanese** (10 - .10%), **Korean** (17 - .18%), **Tagalog** (8 - .08%), **Other Pacific Island Languages** (40 - .42%), **Navajo** (14 - .15%), and **Arabic** (8 - .08%).

Of these eight groups, two groups identified persons as speaking English *less than 'very well'*, including **Spanish or Spanish Creole** (226 - 2.36%) and **Japanese** (4 - .04%).

[Source - Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 years and Over; 2008-2012 American Community Survey, US Census; Jones County, NC (Census.gov)]

Pamlico County:

Of the total population of 12,547, the total number of those identified as speaking 'Only English' was 11,975 (95.44%). Other languages spoken by Pamlico County residents included **Spanish or Spanish Creole** (404 - 3.22%), **French [incl., Patois, Cajun]** (11 - .09%), **Italian** - (11 - .09%), **Portuguese** (1 - .01%), **German** (61 - .49%), **Russian** (2 - .02%), **Polish** (3 - .02%), **Serbo-Croatian** (3 - .02%), **Other Indo-European Languages** (4 - .03%), **Chinese** (6 - .05%), **Mon-Khmer, Cambodian**, (2 - .02%); **Tagalog** (33 - .26%), and **Arabic** (31 - .25%).

Of these thirteen groups, seven groups identified persons as speaking *less than 'very well'*, including **Spanish or Spanish Creole** (236 - 1.88%), **French [incl., Patois, Cajun]** (6 - .05%), **Italian** - (7 - .06%), **German** (41 - .33%), **Serbo-Croatian** (3 - .02%), **Chinese** (6 - .05%), **Tagalog** (1 - .01%), and **Arabic** (10 - .08%).

[Source - Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 years and Over; 2008-2012 American Community Survey, US Census; Pamlico County, NC (Census.gov)]

Craven County:

Of the total population of 95,325, the total number of those identified as speaking 'Only English' was 88,077 (92.40%). Other languages spoken by Craven County

residents included **Spanish or Spanish Creole** (4,269 – 4.48%), **French [Patois, Cajun]** (158 – .03%), **French Creole** (43 – .05%), **Italian** (138 – .20%), **Portuguese** (30 – .03%), **German** (318 – .33%), **Yiddish** (33 – .03%), **Other West Germanic Languages** (10 – .01%), **Scandinavian** (46 – .05%), **Greek** (2 – .00%), **Russian** (29 – .03%), **Polish** (57 – .06%). **Other Slavic Languages** (25 – .03%), **Gujarati** – (53 – .06%), **Other Indo-European Languages** (62 – .07%), **Chinese** (399 – .42%), **Japanese** (233 – .24%), **Korean** (152 – .16%), **Non-Khmer, Cambodian** (3 – .00%), **Laotian** (2 – .00%), **Other Asian Languages** (734 – .77%), **Tagalog** (308 – .32%), **Other Pacific Island Languages** (57 – .06%), **Arabic** (10 – .01%), and **African Languages** (77 – .08%).

Of these twenty-five groups, twelve groups identified persons as speaking *less than 'very well'*, including **Spanish or Spanish Creole** (1634 – 1.71%), **French [incl. Patois, Cajun]**, (24 – .03%), **Italian** (20 – .02%), **German** (54 – .06%), **Scandinavian** (18 – .02%), **Gujarati** (34 – .04%), **Other Asian Languages** (637 – .37%), and **Tagalog** (102 – .11%).

[Source - Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 years and Over; 2008-2012 American Community Survey, US Census; Craven County, NC (Census.gov)]

New Bern Urbanized Area:

Of the total population of 46,778, the total number of those identified as speaking 'Only English' was 43,067 (92.07%). Other languages spoken by residents of the New Bern Urbanized Area included **Spanish or Spanish Creole** (1,983 – 4.24%), **French [incl. Patois, Cajun]** (93 – .20%), **French [Creole]** (4 – .01%), **Italian** (74 – .16%), **German** (179 – .38%), **Other West Germanic Languages** (10 – .02%), **Scandinavian** (28 – .06%), **Greek** (2 – .00%), **Russian** (14 – .03%), **Other Slavic Languages** (9 – .02%), **Other Indo-European Languages** (62 – .13%), **Chinese** (309 – .66%), **Japanese** (12 – .03%), **Korean** (140 – .30%), **Other Asian Languages** (727 – 1.55%), **Tagalog** (40 – .09%), **Other Pacific Island Languages** (15 – .03%), and **Arabic** (10 – .02%).

Of these eighteen groups, nine groups identified persons as speaking *less than 'very well'*, including **Spanish or Spanish Creole** (951 – 2.03%), **French [incl. Patois, Cajun]**, (24 – .05%), **Italian** (8 – .02%), **German** (54 – .12%), **Other Indo-European Languages** (45 – .10%), **Chinese** (168 – .36%), **Korean** (132 – .28%), **Other Asian Languages** (637 – 1.36%), and **Tagalog** (15 – .03%).

[Source - Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 years and Over; 2008-2012 American Community Survey, US Census; New Bern, NC Urbanized (Census.gov)]

FACTOR 2:

The Frequency with Which LEP Individuals Come into Contact with CARTS' Services:

CARTS' Prior experiences with LEP Individuals

The analysis reveals the highest concentration of persons within the CARTS' service area who speak a language other than English lies within the New Bern, NC Urbanized (UZA) area (7.93%), located in Craven County (also reporting a higher concentration of these individuals at 7.60%). The data also reveals that though the concentration is high, it represents a significant proportion of those who 'Speak English very well', and also that the concentration of those who speak a language other than English to be widely spread over a large group of persons speaking many different languages. The concentration of individuals speaking a language other than English is most likely attributed to the influence of a U.S. military base that is located just beyond the UZA to the south. The second highest concentration of other than English speaking persons is the 'Other Asian Languages' group, largely made up of Myanmar (formerly Burma) refugee immigrants.

Over the last years, there are very few known encounters with LEP persons that sought to use CARTS' services (3 or fewer attempts in any given year). Though no encounters have been documented to date in order to verify attempted requests for services, CARTS proactively makes every effort to accommodate such individuals through the availability of a translator service for incoming telephone inquiries, and by publishing and posting English-to-Spanish (the largest of any non-English speaking groups identified in the Census data at 2.03%) translated public policies and announcements to assist the 1.71% of those who speak English, yet 'Speak English less than "very well"'. Any route information or other rider assistance can be printed in different languages, if requested. The population of refugee immigrants from Myanmar (included in the 'Other Asian Languages' group - 1.3%) are greatly served by a local non-profit agency (Interfaith Refugee Ministries) which assists those who are LEP (.67% identified as those who 'Speak English less than "very well"') in obtaining available services. CARTS receives and accommodates requests directly from the organization seeking services for this population group. This manner of responding to the needs of the two highest groups of LEP persons within the area is, at present, very effective to meet the needs these persons have for

meaningful access to transportation. The translation service in use would also accommodate many other languages other than Spanish, should the need arise.

In comparison to both Craven County and the New Bern, NC UZA, the highest concentration of persons who speak a language other than English for Jones County (4.91%) and Pamlico County (4.56%) is much lower, also involving the group of persons who 'Speak Spanish or Creole' at 3.23% and 3.22%, respectively. The same translation services and published literature serves those within the group of LEP individuals to serve the 2.36% of Jones County and the 1.88% of Pamlico County who 'Speak English less than "very well"'.

FACTOR 3:

The Importance of CARTS' Services to LEP Persons:

Accessing Services

A Transportation Development Plan (TDP) is expected to be completed by the July 1, 2015 transition date of rural to rural-urban operations, after which changes will be implemented per the TDP to address the transportation needs of the service area. For persons who would choose other than CARTS to meet their transportation needs, there are numerous local human service agencies and taxi services that provide such an option. Persons accessing public transportation through CARTS utilize the services for employment, medical, educational, and quality of life purposes. Many riders do not have any other means of transportation, and are truly transit dependent. As there have been so few encounters with LEP persons to date, it is assumed that individuals identified as LEP persons would have similar reasons for using public transit.

FACTOR 4:

The Resources Available to the Recipient and Costs:

Accessing Available Resources

Currently, the manner in which encounters with LEP persons would be managed would be through cooperation with various human services agencies, as already mentioned. Printed rider information is disseminated on a regular basis with these area agencies. It is anticipated that future marketing materials and literature will be made available to persons who, at minimum, speak, read, or write Spanish and, if necessitated, other languages as well.

Additional Services Needed to Provide Meaningful Access

Encounters with LEP persons in the future are somewhat difficult to predict, although it is likely that encounters will increase. It is expected that every effort will be made to remove any barriers that impede LEP persons from accessing CARTS' services.

CARTS will begin to collect data regarding LEP population contacts or encounters. This data will be analyzed and the results used to establish baseline for future evaluation of increased needs. Based on the current Census data, the primary encounters will most likely be with Spanish speaking individuals, it is within reason to publish Spanish language versions of the most critical literature to make efforts to remove barriers. To date, the Title VI policy has been printed in Spanish and is on display in the vehicles. Additionally, "picture" brochures or print literature may follow, in order to accommodate LEP persons who are either limited by other linguistic barriers, or by those who are limited in their literacy ability to read printed English.

Accessing Budgetary Adjustments

CARTS, as a part of the transition from a rural transportation service to a mixed urban-rural transportation service will be re-writing many of the agency policies and procedures and also redesigning system marketing material. Much of the new materials will be created during 2014-2015. Limited copies of alternative language or picture oriented pieces may be printed, however, as the need is present but very minor in the population of individuals served. Over the next few years, continuous evaluation of the need for Spanish (or other language) printed materials will further identify the need for additional measures in providing assistance for LEP individuals.

TRAINING

CARTS will provide periodic training to personnel regarding CARTS' LEP policies, the need to accommodate meaningful access to service for LEP individuals, and how to respond via telephone and in-person with LEP individuals. Employees will continue to document encounters with LEP persons, and the documented data from encounters will be considered as the need for expanding LEP services grow.

DISSEMINATION OF CARTS' LEP PLAN

A Title VI Notice to the Public is posted in administrative facility, on all the revenue vehicles, and on the website: <http://www.cravencountync.gov/departments>

/trn.cfm. Copies of the LEP Policy & Plan will be provided on request to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies, translations or alternative formats of the plan upon request.

COMPLAINT OR INCIDENT REPORTS

Any questions or comments regarding this plan should be directed to:

Transportation Director
Craven Area Rural Transit System
2822 Neuse Blvd.
New Bern, NC 28561
Phone: 252.636.4917
Fax: 252.636.4919

Any person who believes he or she has been denied benefits or has been excluded from participation in services of any program or activity administered by the Department or its sub-recipients, consultants, or contractors on the basis of race, color, national origin (including LEP), gender, religion, age, or disability may file a complaint pursuant to Title VI and/or related statutes.

Title VI complaints may be filed with:

- Craven Area Rural Transit System (CARTS)
Transportation Director
2822 Neuse Blvd.
New Bern, NC 28560
- NCDOT
Public Transit Division
1 S. Wilmington Street
Raleigh, NC 27601
- Federal Transit Administration Office of Civil Rights
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590
Attention: Title VI Program Coordinator
- The U.S. Department of Transportation

1200 New Jersey Avenue,
SE Washington, DC 20590

Complaints must be filed no later than 180 days after:

- The date of the alleged act of discrimination;
- The date when the person(s) became aware of the alleged discrimination; or
- Where there has been a continuing course of conduct, the date on which the conduct was discontinued.

All Title VI complaints are considered formal. Complaints must be submitted in writing and signed by the complainant. Complaint forms can be obtained by contacting the Transportation Director (252) 636-4917, or by visiting the CARTS' website at www.carts@cravencounty.com. (See Exhibit 3 – CARTS' Title VI Complaint Form)

EXHIBIT 1 - CARTS' SERVICE AREA MAP

Craven Area Rural Transit System (CARTS) Service Area

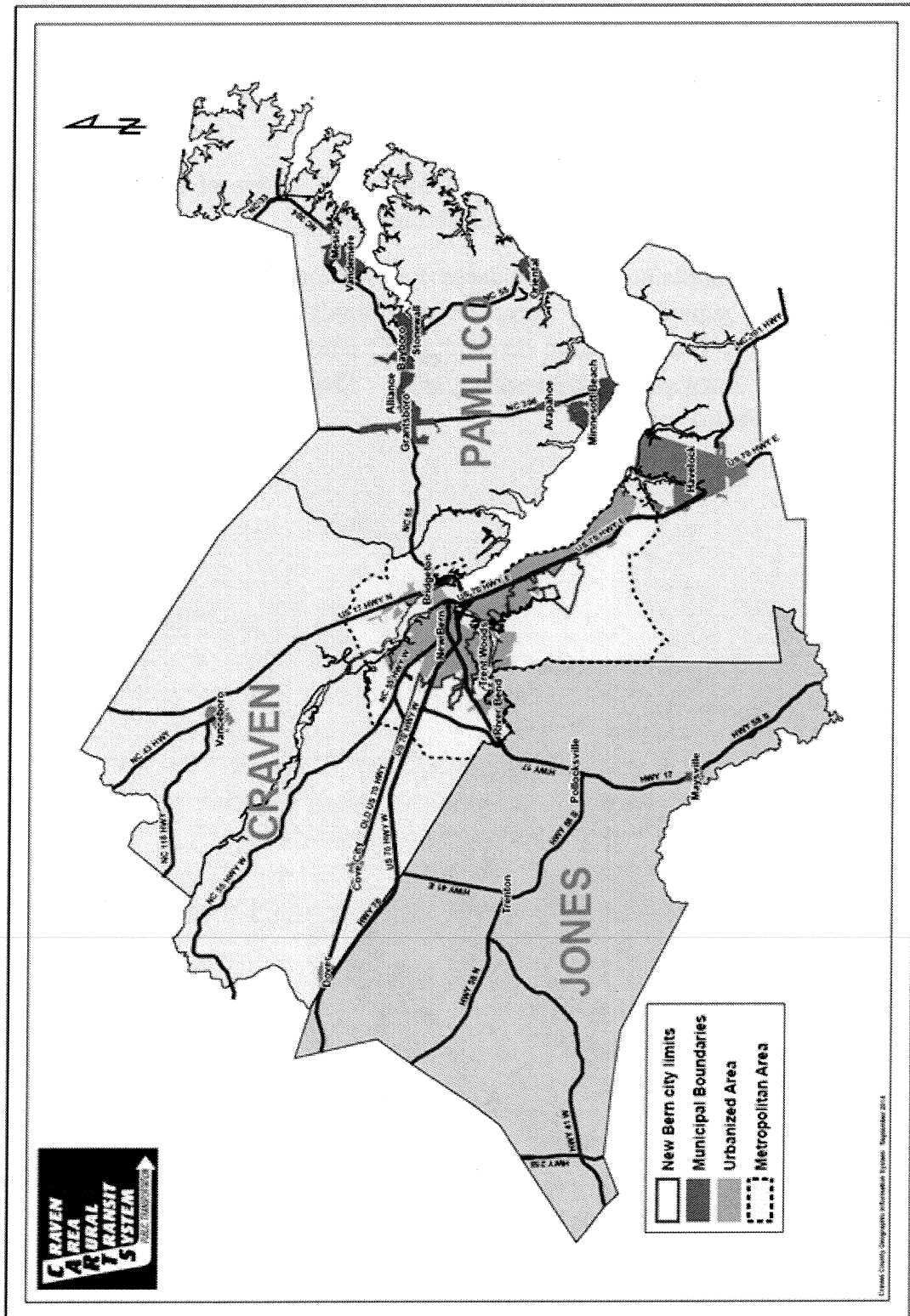


EXHIBIT 2 – NEW BERN, NC URBANIZED AREA MAP

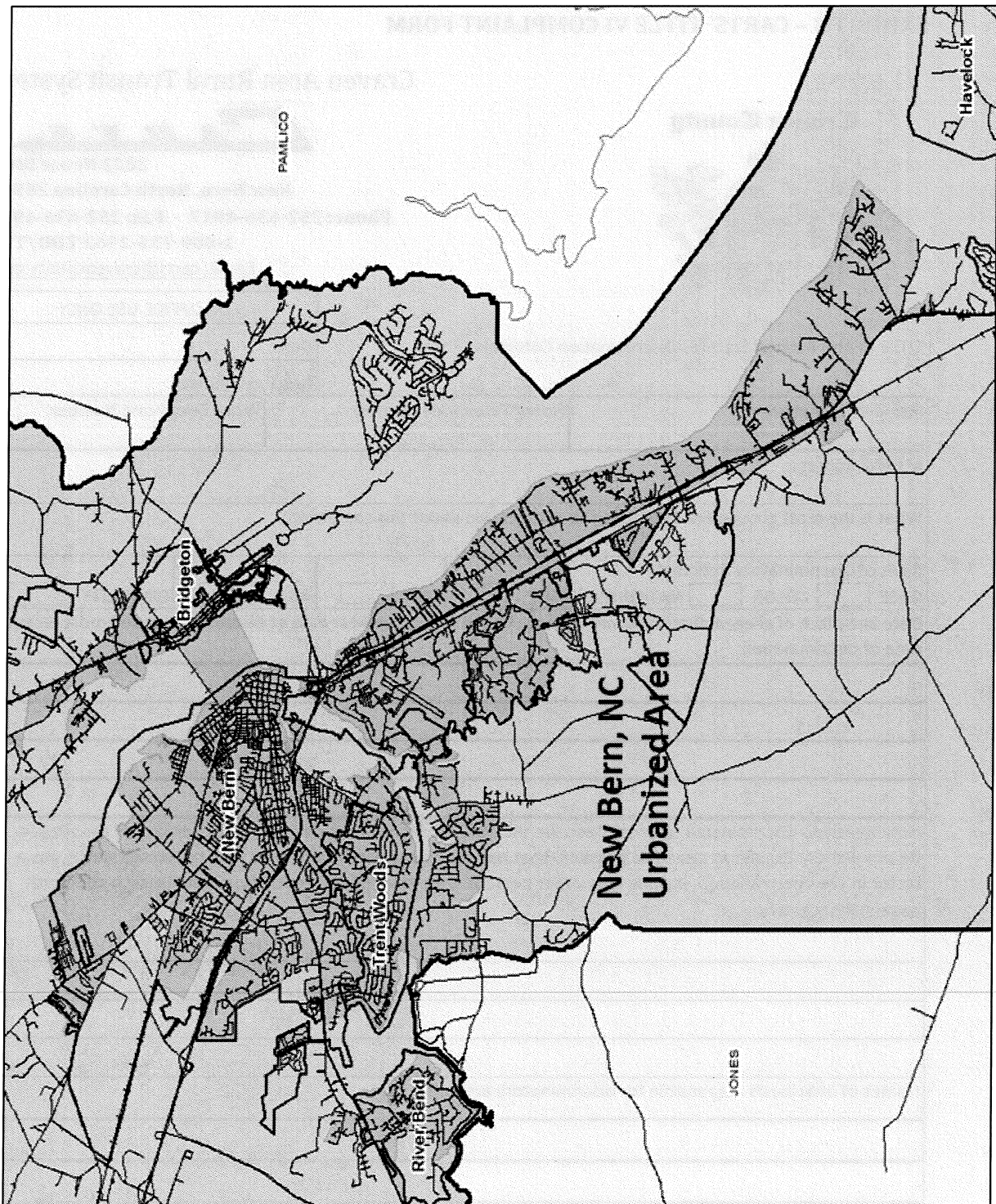
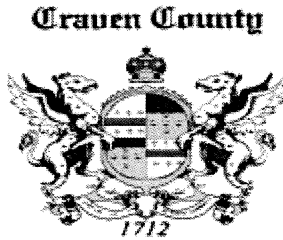


EXHIBIT 3 – CARTS' TITLE VI COMPLAINT FORM

Craven Area Rural Transit System



2822 Neuse Blvd.

New Bern, North Carolina 28561

Phone: 252-636-4917 - Fax: 252-636-4919

1-800-735-2962 TDD/TTY

Email: carts@cravencounty.com

TITLE VI And Related Statutes Discrimination Complaint Form

FOR OFFICE USE ONLY

Date:

Reviewer Initials:

Name of Complainant:	Home Telephone Number:	Work Telephone Number:
Mailing Address:		
What is the most convenient time for us to contact you about this complaint?		
Basis of Discriminatory Action(s):		
RACE <input type="checkbox"/>	COLOR <input type="checkbox"/>	NATIONAL ORIGIN <input type="checkbox"/>
SEX <input type="checkbox"/>	AGE <input type="checkbox"/>	DISABILITY <input type="checkbox"/>
Date and place of alleged discriminatory actions. Please include earliest date of discrimination and most recent date of discrimination:		
How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional page(s) if necessary).		
Names of individuals responsible for discriminatory action(s):		
Names of persons (witnesses, fellow employees, supervisors or others) whom we may contact for additional information to investigate your complaint:		
NAME:	ADDRESS:	TELEPHONE NUMBER:

EXHIBIT 3 – CARTS' TITLE VI COMPLAINT FORM (Page 2)**Craven Area Rural Transit System (CARTS)**

TITLE VI and Related Statutes Discrimination Complaint Form

The law prohibits intimidation or retaliation against anyone because he/she either takes action, or participated in actions, to secure rights protected by these laws. If you feel you have been retaliated against (separate from the discrimination alleged above), please explain the circumstances below. Explain what action you took which you believe was cause for the alleged retaliation.

What remedy, or action, are you seeking for the alleged discrimination?

Have you filed, or intend to file, a charge or complaint regarding the matters related in this complaint with any of the following?

U.S. Equal Employment Opportunity Commission

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NC Human Relations Commission

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Federal or State Court

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Federal Highway Administration/U.S. Department of Transportation

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If you have already filed a charge or complaint, please provide the following information:

Agency/Court:

Address:

Attorney Name:

Date Filed:

Address:

Case Number:

Phone Number:

Type of Trial/Hearing:

Status of Case:

Please provide any additional information that you believe would assist with this investigation:

****We cannot accept an unsigned complaint. Please sign and date this complaint form below.****

COMPLAINANT
SIGNATURE:

DATE:

